



CITY OF NEWARK

220 South Main Street · Newark, Delaware 19711
302.366.7000 · www.cityofnewarkde.us

CITY OF NEWARK
Delaware

RFP – 17-01

PROFESSIONAL STAFF AUGMENTATION FOR INFORMATION TECHNOLOGY – DESKTOP SUPPORT
SERVICES

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NOTICE

The City of Newark will accept sealed proposals for Information Technology Staff Augmentation, specifically focused on Desktop Support Services. Proposals will be received in the Purchasing Office, Newark Municipal Building, 220 South Main Street, Newark, Delaware 19711 until 2:00 p.m., Tuesday, March 28, 2017.

Copies of this request may be obtained from the Bids/Proposal Opportunities section of the City of Newark website: www.cityofnewarkde.us.

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PROFESSIONAL STAFF AUGMENTATION FOR INFORMATION TECHNOLOGY – DESKTOP SUPPORT SERVICES

A. PURPOSE AND INTENT

The Information Technologies Division (the Division) is responsible for the planning, design, deployment and operation of the City of Newark’s IT operations and end user customer support. With recent increases in helpdesk and desktop support needs, the City is seeking a qualified Desktop Support Professional to be contracted via an experienced third party Information Technology Consulting Services Provider.

B. SCOPE OF SERVICES

The scope of services required by the City in connection with this Request for Proposal covers the entire spectrum of anticipated work provided by the consulting firms. The services provided should include, but need not necessarily be limited to, the following:

1. Existing Technical Environment:
 - a. 600+ Desktops, Laptops, Tablets, Mobile Devices
 - b. Dozens of end-user applications
 - c. LAN, Wireless
 - d. 4 Locations (within City limits)
2. General Daily Tasks may include, but not limited to:
 - a. Triage Helpdesk Tickets
 - b. Respond to and resolve Tier 1 and 2 End-User IT related issues
 - c. Travel between physical locations will be required
 - d. Provide basic network troubleshooting
 - e. Backup, Migrate, Deploy, computers and user profiles
 - f. Install software on end-user devices
 - g. Configure OS profiles including printing, email, other applications
5. Non-technical expectation of high customer service is expected, that includes strong communication skills (written and verbal), professional appearance, self-motivated staff members with analytical problem-solving skills, and detailed documentation skills.
6. Technical experience with the following is desired:

- a. Microsoft Windows 7, 10 in SMB or Enterprise environment
- b. Microsoft Active Directory and Group Policy basic understanding
- c. Microsoft Office 2013/2016
- d. Basic LAN and Wireless support
- e. Office 365/Cloud experience a plus

7. Business Hours:

- a. Monday-Friday 8:30-5:00 PM
- b. 1 Hour Lunch (typically 12-1 PM)
- c. Occasional After-Hours or Weekend work will be required

C. QUALIFICATIONS

The written proposal shall, at a minimum, include the following information:

1. The firm name and contact person, together with the address, telephone number, facsimile number and email address of the office from which the services will be provided.
2. A brief history of the firm (limit three (3) pages), including organization structure, location(s) of management, and experiences.
3. A description of the services, with a strong preference relating to the governmental sector, which the proposer is capable of providing, together with an explanation of how these services might best assist the City. If feasible, please provide a brief description and credentials of the principal assigned staff member(s) that would fulfill the scope of services.
4. Documentation listing of engagements over the past five (5) years.
5. A list of references the City may contact in order to assist in the evaluation of your past performance. Preference towards governmental agency references; provide at least three (3) references. For each reference listed, the information provided should consist of the following:
 - (1) Name and position title.
 - (2) Telephone number and/or email address of your contact person.
6. A statement to the effect that the selection of the proposer shall not result in a conflict of interest with any other party which may be affected by the work to be undertaken. Should any potential or existing conflict be known by a proposer, said proposer must specify the party with which the conflict exists or might arise, the nature of the conflict, and whether the proposer would step aside or resign from the engagement or representation creating the conflict. (The City reserves the

right to select more than one firm to perform the required services to avoid conflict of interest and other similar occurrences.)

7. Demonstrate ability to meet qualifications enumerated in Section B6, above.

D. GENERAL REQUEST FOR PROPOSAL INFORMATION

1. Questions - Any questions concerning the technical aspects of this RFP should be directed to Joshua Brechbuehl, IT Manager, at 302-366-7000 or jbrechbuehl@newark.de.us. Questions regarding the submission of RFPs or procedures of evaluation should be directed to Cathy Trykowski, Purchasing Assistant, at 302-366-7000 or ctrykowski@newark.de.us.
2. Rejection of Proposals - The City reserves the right to reject any or all proposals if deemed to be in the best interest of the City to do so. The City shall have the full authority to award projects to the consulting firm who best meets the specifications and conditions of this RFP.
3. The City reserves the right to enter into contract with more than one firm in order to avoid potential conflict of interest issues and to ensure that the City receives adequate representation to perform the scope of services involved with each project.
4. Revisions to RFP/Addendum - In the event it becomes necessary to revise any part of the RFP, revisions will be provided to all consulting firms that received the initial RFP in the form of an addendum. Firms are responsible to confirm receipt of all addenda prior to proposal submittal.
5. Assignment – The firm shall not assign any interest in the contract, and shall not transfer any interest in the same without the prior written consent of the City.
6. Acceptance of Proposal Content - The contents of the proposal of the successful consulting firm will become a part of any agreement as a result of these specifications.
7. Termination of Contract - If through any cause, the firm selected shall fail to fulfill the obligations agreed to in a timely and efficient manner, the City shall have the right to terminate the contract by specifying the date of termination in a written notice to the firm at least thirty (30) days before the termination date. In this event, the firm shall be entitled to just and equitable compensation for the work satisfactorily completed.
8. Accounting Records – Individual work orders will be negotiated based on the submitted “Basis for Fees”.
8. Ownership of Material - All documents prepared and submitted pursuant to this RFP or contract shall be property of the City upon submittal and will be subject to staff and public review and discussion in association with our public bidding and

formal proposal process. Any information or documents deemed proprietary shall be so marked at time of submittal and limited to detail where the disclosure of contents could be prejudicial to competing offerors during the process of negotiation, and any commercial or financial information of a privileged or confidential nature.

9. Approval – In the event that City Council is required to approve the award of this Request for Proposal, the selected consulting firm(s) may be required to attend the Council meeting to address any questions.
10. Term of Contract – The length of the contract will be for one (1) year. By mutual consent of the contracted firm(s) and the City, the contract may be renewed or extended for additional one (1) year periods, not to exceed a total of four (4) years. This option shall be exercised only if agreed to in writing by both parties and approved by the City Manager and/or City Council where applicable.
11. Advertisements - Any bidder submitting a bid will not use the name of the City in any advertisement without first obtaining the written consent of the City Manager.
12. EEO and Business Licenses - The bidder shall possess all required business or other licenses and also shall be a fair and equal opportunity employer.
13. Non-collusion - The bidder shall not, either directly or indirectly, enter into any agreement, participate in any collusion, or otherwise take any action in restraint of free competitive bidding in connection with the contract.

E. PROPOSAL REQUIREMENTS/EVALUATION CRITERIA

Proposals will be evaluated according to the following criteria. The City of Newark reserves the right to reject any and all proposals received and to award the contract for project services to the firm or firms whom the City of Newark believes will offer the best value on this project.

Factor

- Reputation and experience of the firm(s) in connection with network management services.
Point Range 0-30
- Organizational structure of firm.
Point Range: 0-10
- Qualifications of staff to be assigned. Education, position in firm, and type and years of experience will be considered, as derived from the written proposal.
Point Range: 0-50

- Responsiveness of the written proposal in clearly stating an understanding of the work to be performed, as outlined in the scope of services portion of this Request for Proposals.
Point Range: 0-10

Maximum Points: 100

F. BASIS FOR FEES SUBMISSION

In a separate envelope (see Section I for details) provide a “Basis for Fees” in sufficient detail to provide the broad array of services anticipated in this solicitation.

H. EVALUATION COMMITTEE

The proposals will be evaluated by IT Manager Joshua Brechbuehl, Assistant IT Manager Daina Montgomery and Deputy City Manager Andrew Haines.

I. DEADLINE FOR SUBMISSION AND NUMBER OF COPIES REQUIRED

1. **In one sealed envelope, five (5) copies of the Proposal marked “RFP 17-01, PROFESSIONAL STAFF AUGMENTATION FOR INFORMATION TECHNOLOGY - DESKTOP SUPPORT SERVICES”, are required.**
2. **In another separate and sealed envelope, two (2) copies of the cost proposal marked “BASIS FOR FEES RFP 17-01, PROFESSIONAL STAFF AUGMENTATION FOR INFORMATION TECHNOLOGY - DESKTOP SUPPORT SERVICES.” This envelope will not be opened until Firms have been ranked. Cost will not be a determinant for selection.**
3. Both envelopes must be received in the Purchasing Office on or before 2:00 p.m. on Tuesday, March 28, 2017. City of Newark, Purchasing Office, 220 South Main Street, Newark, Delaware 19711.

J. REQUIREMENTS

1. The selected firm shall provide evidence of professional liability insurance as well as acceptable certificates of workers' compensation, auto liability and general liability.
2. The firm shall solely be responsible and liable for the accuracy and completeness of all work performed and shall agree to indemnify, defend and hold harmless the City of Newark, its officers, agents and employees, from and against any and all claims, actions, suits and proceedings arising out of, based upon or caused by negligent acts, omissions or errors of or the infringement of any copyright or patent, by the firm, its officers, agents, employees in the performance of the contracted agreement.

3. Further, the firm recognizes that the City of Newark is not in the business of preparing specifications, and any omissions in this Request for Proposal must be strictly addressed by the firm with the submittal of its proposal.
4. The firm shall comply with all current federal and state nondiscrimination and equal opportunity status and policies and agrees to not hold the City of Newark liable for any inadvertent action by the firm which conflicts with such statutes and/or policies.
5. Any proposal may be withdrawn until the date and time stated above for the opening of the proposals. Any proposals not so withdrawn shall constitute an irrevocable offer to sell to the City the services indicated for a period of ninety (90) days, or until one or more of the proposals have been accepted by the City, whichever occurs earlier.